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Data quality — Part 114: Master data: Application of ISO/IEC 21778 and ISO 8000-115 to portable data

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Foreword

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This document was prepared by Technical Committee ISO/TC 184, *Automation systems and integration*, SC 4, *Industrial data*.

A list of all parts in the ISO 8000 series can be found on the ISO website.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

Introduction

0.1 Foundations of the ISO 8000 series

Digital data deliver value by enhancing all aspects of organizational performance including:

- operational effectiveness and efficiency;
- safety and security;
- reputation with customers and the wider public;
- compliance with statutory regulations;
- innovation;
- consumer costs, revenues and stock prices.

In addition, many organizations are now addressing these considerations with reference to the United Nations Sustainable Development Goals¹.

The influence on performance originates from data being the formalized representation of information². This information enables organizations to make reliable decisions. This decision making can be performed by human beings directly and also by automated data processing including artificial intelligence systems.

Through widespread adoption of digital computing and associated communication technologies, organizations become dependent on digital data. This dependency amplifies the negative consequences of lack of quality in these data. These consequences are the decrease of organizational performance.

The biggest impact of digital data comes from two key factors:

- the data having a structure that reflects the nature of the subject matter;

EXAMPLE 1 A research scientist writes a report using a software application for word processing. This report includes a table that uses a clear, logical layout to show results from an experiment. These results indicate how material properties vary with temperature. The report is read by a designer, who uses the results to create a product that works in a range of different operating temperatures.

- the data being computer processable (machine readable) rather than just being for a person to read and understand.

EXAMPLE 2 A research scientist uses a database system to store the results of experiments on a material. This system controls the format of different values in the data set. The system generates an output file of digital data. This file is processed by a software application for engineering analysis. The application determines the optimum geometry when using the material to make a product.

ISO 9000 explains that quality is not an abstract concept of absolute perfection. Quality is actually the conformance of characteristics to requirements. This actuality means that any item of data can be of high

¹ <https://sdgs.un.org/goals>

² ISO 8000-2 defines information as “knowledge concerning objects, such as facts, events, things, processes, or ideas, including concepts, that within a certain context has a particular meaning”.

quality for one purpose but not for a different purpose. The quality is different because the requirements are different between the two purposes.

EXAMPLE 3 Time data are processed by calendar applications and also by control systems for propulsion units on spacecraft. These data include start times for meetings in a calendar application and activation times in a control system. These start times require less precision than the activation times.

The nature of digital data is fundamental to establishing requirements that are relevant to the specific decisions that are made by each organization.

EXAMPLE 4 ISO 8000-1 identifies that data have syntactic (format), semantic (meaning) and pragmatic (usefulness) characteristics.

To support the delivery of high-quality data, the ISO 8000 series addresses:

- data governance, data quality management and maturity assessment;

EXAMPLE 5 ISO 8000-61 specifies a process reference model for data quality management.

- creating and applying requirements for data and information;

EXAMPLE 6 ISO 8000-110 specifies how to exchange characteristic data that are master data.

- monitoring and measuring information and data quality;

EXAMPLE 7 ISO 8000-8 specifies approaches to measuring information and data quality.

- improving data and, consequently, information quality;

EXAMPLE 8 ISO/TS 8000-81 specifies an approach to data profiling, which identifies opportunities to improve data quality.

- issues that are specific to the type of content in a data set.

EXAMPLE 9 ISO/TS 8000-311 specifies how to address quality considerations for product shape data.

Data quality management covers all aspects of data processing, including creating, collecting, storing, maintaining, transferring, exploiting and presenting data to deliver information.

Effective data quality management is systemic and systematic, requiring an understanding of the root causes of data quality issues. This understanding is the basis for not just correcting existing nonconformities but for also implementing solutions that prevent future reoccurrence of those nonconformities.

EXAMPLE 10 If a data set includes dates in multiple formats including “yyyy-mm-dd”, “mm-dd-yy” and “dd-mm-yy”, then data cleansing can correct the consistency of the values. Such cleansing requires additional information, however, to resolve ambiguous entries (such as, “04-05-20”). The cleansing also cannot address any process issues and people issues, including training, that have caused the inconsistency.

0.2 Understanding more about the ISO 8000 series

ISO 8000-1 provides a detailed explanation of the structure and scope of the whole ISO 8000 series.